

# WELCOME TO NANYANG TECHNOLOGICAL UNIVERSITY (NTU)



We take this opportunity to welcome you to NTU and wish you a successful and happy stay here.

This guide has been compiled to help you through most of the formalities and procedures before and after your arrival. You will find information ranging from the important immigration regulations to student life at NTU. We have included in this guidebook the contact details of many services which are available to support you throughout your stay.

If you have any questions after reading through this guidebook, please contact Student Support at Student Affairs Office via email at [SAOstudentsupport@ntu.edu.sg](mailto:SAOstudentsupport@ntu.edu.sg) or call on us at Student Services Centre, Level 4.

# MESSAGE FROM THE DIRECTOR OF STUDENT AFFAIRS



**Ms Tan Siok San**  
Director, Student Affairs Office  
Student and Academic Services Department

Welcome to Nanyang Technological University (NTU).

Thank you for choosing us as your partner in this knowledge-driven journey. We believe that your student experience and campus life in NTU will be one of significant personal growth, discovery and learning.

NTU is a cosmopolitan residential campus. In this microcosm of the globe, you will experience meeting talented and dynamic students, professors and researchers representing over 100 nationalities around the world. You may even be engaging intellectual giants, from Nobel Laureates to National Geographic adventurers. Find time to explore the abundant wildlife in our beautiful campus. Immerse in new and exciting teaching, learning and leisure facilities. Take a stroll along our North Spine Plaza and discover the variety of food and services available to suit all tastes and pockets.

Helping you to complete this journey at NTU is the Student Affairs Office (SAO). Our welcome programmes will pave the way for you to adjust to the local environment, learn about local health issues, and forge friendships that open doors to new cultures, fresh ideas and perspectives. Our One-Stop Centre caters for most student support matters such as payment and submission of important documents. If you have a disability, come and talk to our officers at the Accessible Education Unit @SAO. There is always something that we can do to make your stay more enjoyable.

I wish you an enriching learning experience here with us at NTU!

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All information provided is correct at the time of printing. For the latest update, please refer to [www.ntu.edu.sg/SAO/Studentsupport](http://www.ntu.edu.sg/SAO/Studentsupport)  
All amounts listed are in Singapore dollars.  
All images of Singapore are courtesy of Singapore Tourism Board.

# INTRODUCTION

## About Nanyang Technological University



Young and research-intensive, Nanyang Technological University (NTU Singapore) is ranked 13th globally. It is also placed First amongst the world's best young universities.

The university has colleges of Engineering, Business, Science, Humanities, Arts, & Social Sciences, and an Interdisciplinary Graduate School. It also has a medical school, Lee Kong Chian School Of Medicine, set up jointly with Imperial College London.

NTU is also home to world-class autonomous entities such as the National Institute Of Education,

S Rajaratnam School Of International Studies, Earth Observatory of Singapore, and Singapore Centre on Environmental Life Sciences Engineering.

NTU provides a high-quality global education to about 33,000 undergraduate and postgraduate students. The student body includes top scholars and international olympiad medallists from the region and beyond.

Hailing from 80 countries, the university's 4,300-strong faculty and research staff bring dynamic international perspectives and years of solid industry experience.

## Nanyang Business School

### College of Engineering

- School of Chemical and Biomedical Engineering
- School of Computer Engineering
- School of Civil and Environmental Engineering
- School of Electrical and Electronic Engineering
- School of Materials Science and Engineering
- School of Mechanical and Aerospace Engineering

### College of Humanities, Arts & Social Sciences

- School of Art, Design and Media
- School of Humanities and Social Sciences
- Wee Kim Wee School of Communication & Information

### College of Science

- School of Biological Sciences
- School of Physical & Mathematical Sciences
- College of Professional and Continuing Education (PaCE College)

### Interdisciplinary Graduate School

### Lee Kong Chian School of Medicine

### Autonomous Institutes

- Earth Observatory of Singapore
- National Institute of Education
- S. Rajaratnam School of International Studies
- Singapore Centre on Environmental Life Sciences Engineering

## Travelling within Campus

### Internal Shuttle Bus

Get the internal shuttle bus arrival information at your fingertips at <http://campusbus.ntu.edu.sg/ntubus>. The movement of the buses on different routes can also be viewed real-time on the map. You may even view the number plate and speed of the individual bus. You can also download a free iPhone application Traversity that tracks internal shuttle bus services at NTU.

### Public Bus Service

Public bus services 179, 179A and 199 ply the Yunnan Garden campus in addition to the NTU shuttle bus service. Visit <http://www.ntu.edu.sg/has/Transportation/Pages/GettingToNTU.aspx> for more details.

### Interactive Campus map

The new interactive Campus Map enables you to locate lecture theatres, tutorial rooms, buildings and landmarks on campus, and find directions between places easily. You may also print the map or send a friend an email with information on a location or direction. Google street view and internal shuttle bus routes are also integrated in the map. Best of all, it works on your mobile device too! Visit <http://maps.ntu.edu.sg/maps> to get interactive directions now!

# INTRODUCTION

## Student Services Section at Student Affairs Office

The Student Services Section in Student Affairs Office (SAO) comprises Student Support and the One Stop @ Student Activities Centre (an integrated student services centre).

### Services and Information about Student Support



We assist international students with:

- Pre-arrival information
- Student's Pass application
- Immigration matters
- Insurance
- Advice on pastoral care
- Crisis support
- Part-time employment endorsement

We also organise programmes to promote cross-cultural understanding and interaction. All NTU students are welcome to attend our events and activities, which include:

- Orientation
- Campus Tours
- Coffee Sessions
- Community Service
- Cultural Tours and Outings
- Festive Open House
- Host Family Programmes
- Luncheons
- Pre-Graduation Seminars
- Grow, Embrace and Learn (G.E.L) Programme

### Contact Student Support

You can contact Student Support via our general phone line, email or come personally to our office should you require any assistance.

Telephone: (65) 6790 6823 (during office hours)

(65) 6790 5200 (24-hour Campus Security Hotline)

Email: [SAOstudentsupport@ntu.edu.sg](mailto:SAOstudentsupport@ntu.edu.sg)

### Mailing Address

Student Affairs Office (SAO)  
Student and Academic Services Department  
Nanyang Technological University  
42, Nanyang Avenue #04-02,  
Student Services Centre  
Singapore 639815

### Office Hours

Monday to Thursday	: 8.30am to 5.45pm
Friday	: 8.30am to 5.15pm
Eve of Public Holidays	: 8.30am to 12noon
Saturday, Sunday and Public Holidays	: Closed

### Locate Us

You can locate us at the 4th level of the Student Services Centre. Visit <http://maps.ntu.edu.sg/maps#q:student%20services%20centre>

## **Services and Information about One Stop @ Student Activities Centre (SAC)**



The One Stop @ SAC is the nerve centre and information counter for visitors with general enquiries about the university. One Stop is a strategic initiative to deliver high-quality, innovative and integrated student services which include general enquiries, application, submission and collection of documents and payment for NTU services. Additionally, two IT service desk counters are included to assist students. It is important to note that One Stop @ SAC is a cashless office. Students may choose to opt for other modes of payment such as credit card, E-nets, EZ card, Nets flash pay, cheque or telegraphic transfer.

### **Contact One Stop @ SAC**

You can contact One Stop @ SAC via our general hotline, email or come personally to our Centre should you require any assistance.

Telephone: (65) 6592 3626 (during office hours)  
Email: [ossac@ntu.edu.sg](mailto:ossac@ntu.edu.sg)

### **Mailing Address**

One Stop @ SAC  
Nanyang Technological University  
50 Nanyang Avenue  
NS3-01-03, Academic Complex North  
Singapore 639798

### **Counter Operating Hours**

Monday to Thursday	: 8.30am – 5.00pm
Friday	: 8.30am – 4.45pm
Eve of Public Holidays	: 8.30am – 12noon
Saturday, Sunday and Public Holidays	: Closed

### **Locate Us**

You can locate us beside the Student Activities Centre at the North Spine Plaza.  
Visit <http://maps.ntu.edu.sg/maps#q:one%20stop%20%40%20sac>.



**BEFORE  
LEAVING  
HOME**

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# BEFORE LEAVING HOME

## Use this checklist to prepare for your stay in Singapore

- Accept the Offer of Admission by stipulated deadline
- Apply for an Entry Visa (if applicable) to enter Singapore  
*(Please refer to [www.ica.gov.sg](http://www.ica.gov.sg))*
- Apply for a Student's Pass  
*(Please refer to Student's Pass section)*
- Make housing arrangement
- Make travel arrangement to Singapore
- Pack your belongings
  - A print-out of eForm16 and duly signed by you
  - Colour passport-sized photographs, including digital copies
  - Original letter of admission from NTU
  - Original copies of educational certificates, examination results and other documents submitted in support of your application for admission (not applicable for exchange students)
  - Cash of at least \$3,000 for initial expenses (excluding tuition fees and rental)
  - Funds to place a deposit and pay housing rental upon arrival
  - Prescribed medication
  - Personal items such as toiletries, towel, bed linen, pillow cases, alarm clock, adapter, etc
  - Clothes and footwear, including a light jacket for air-conditioned venues such as the Library
  - Formal wear for interviews or important functions
  - Notebook if you are not purchasing one in Singapore (Singapore is using 230V for electricity)
- Make sure these items are with you for clearance at the Singapore Checkpoint
  - Your passport with at least six-month validity from the commencement of your course
  - Your plane, train or bus ticket
  - A print-out of your In-Principle Approval (IPA) letter
  - A print-out of your Letter of Admission



ARRIVAL

# ARRIVAL

**You will be busy for the first few weeks at NTU! Use this checklist to settle down**

- Know how to get to NTU
- Check-in to your housing
- Register with SAO-Student Support
  - Complete registration procedures
  - Be briefed on the completion of the Student's Pass formalities
- Undergo a medical examination at the Fullerton Healthcare@NTU for students on more than 6 months study programme  
*(Please refer to Medical Examination section)*
- Complete the Student's Pass formalities and collect your Student's Pass  
*(Please refer to Student's Pass section)*
- Complete all matriculation procedures
- Open a bank account if your study duration is more than 6 months
- Purchase a Singapore mobile line (optional)
- Activate your network and Office 365 EDU accounts
- Update your particulars and contact details via StudentLink (undergraduate students), GSLink (graduate students), or Exchange Portal (exchange students)
- Attend orientation, welcome events and SAO-Student Support activities
- Join a student club or society and plug into NTU's vibrant student life (optional)

## How to Get to NTU

Singapore has an efficient, safe and affordable public transport system. You can take a taxi, Mass Rapid Transit (MRT) train or bus to campus. If you are travelling to Singapore for the first time and have luggage with you, we recommend you to take a taxi.

For more information on the public transportation in Singapore, please refer to the *Travelling within Singapore* section.

### Taxi



You can hail a taxi at the taxi bays outside the Arrival Hall at the airport, at taxi stand or anywhere safe along public roads in Singapore. Inform the driver the address of your destination. If you are travelling to NTU, request the driver to take the Pan Island Expressway (PIE). The journey will take about 45 minutes. Taxi fares in Singapore are charged by the taxi meter and are based on a flag down rate and distance travels. Please check with the driver or taxi company on the surcharge and ask for a receipt at the end of the trip. Comprehensive information on Singapore taxis is available at [www.taxisingsapore.com](http://www.taxisingsapore.com).

### MRT and Bus



The nearest train stations to NTU are Boon Lay (EW27) and Pioneer (EW28) on the East West Line operated by SMRT Corporation.

From Boon Lay station, make your way to the adjacent bus interchange. Services 179 & 199 will take you into NTU.

From Pioneer station, you can hop on the Campus Rider that stops in front of Blk 649A, Jurong West Street 61.

If you are coming from Changi Airport and are travelling light, you can get on Changi Airport (CG2), transfer at Tanah Merah (EW4) and take the train all the way to Boon Lay or Pioneer station. The journey may take over an hour. Please note that trains and public buses do not operate between midnight and 5.30am daily.

For a map of MRT stations in Singapore, please visit [www.ntu.edu.sg/AboutNTU/visitingntu/Pages/location.aspx](http://www.ntu.edu.sg/AboutNTU/visitingntu/Pages/location.aspx).

# ARRIVAL

## Check-In to Your Housing

If you have applied for and been offered a place in campus housing, please ensure that you have provided your arrival details online. Please refer to your offer email for information on the collection of your room key.

For further enquiries on housing matters, please contact the Office of Housing and Auxiliary Services (HAS), the office administrating on-campus and off-campus housing, via email. You can also visit [www.ntu.edu.sg/has](http://www.ntu.edu.sg/has) for more information on campus and off-campus housing.

Category	Contact
Undergraduate Students	<a href="mailto:has-ug@ntu.edu.sg">has-ug@ntu.edu.sg</a>
Graduate Students	<a href="mailto:has-pg@ntu.edu.sg">has-pg@ntu.edu.sg</a>
Exchange Students	<a href="mailto:has-exch@ntu.edu.sg">has-exch@ntu.edu.sg</a>

## Register with SAO-Student Support

Please settle into your housing before registering with SAO-Student Support during office hours to complete the registration procedures and be briefed on the procedures to complete the Student's Pass formalities. Do bring along your passport, embarkation card, Letter of Admission/Enrolment, receipts for any NTU's Miscellaneous Fee payment.

## Bank Account

For students whose study period is 6 months or more, you may choose to open an account with the bank of your choice in Singapore. The banks offer a wide range of services and have different types of saving accounts.

## Matriculation

Matriculation refers to the process of registering as a student of the university. After you have completed all matriculation procedures, NTU will issue you with a matriculation card identifying you as its student.

The OCBC bank has a branch on campus at the North Spine at Block N3. Other banks are located near NTU at Jurong Point Shopping Centre. Please contact the banks or visit their website to determine their requirement for opening and maintaining an account.

Name of Bank	Website	Local Telephone Number
Development Bank of Singapore (DBS)	<a href="http://www.dbs.com.sg">www.dbs.com.sg</a>	1800 111 1111
Overseas-Chinese Banking Corporation (OCBC)	<a href="http://www.ocbc.com">www.ocbc.com</a>	1800 438 3333
POSBank	<a href="http://www.dbs.com/posb">www.dbs.com/posb</a>	1800 339 6666
United Overseas Bank Ltd (UOB)	<a href="http://www.uob.com.sg">www.uob.com.sg</a>	1800 222 2121

To open a bank account, you will need:

- Your original passport
- Your Student's Pass (IPA Letter subject to the bank's acceptance)
- Your Singapore address (must be reflected on original official letters, e.g. phone bills, bank statement, utilities bills.)

## **Network and Office 365 EDU Accounts      Mobile Phone**

Your network account enables you to access to the NTU computer network, Intranet portal iNTU (<https://intu.ntu.edu.sg>), e-services (StudentLink, GSLink), e-learning (NTULearn), Library databases and other computer resources. You will receive the details upon registration.

Your Office 365 EDU account enables you to email access to your email and a suite of Office 365 services (such as online storage, office software, etc.) at <http://www.outlook.com/e.ntu.edu.sg>. This account is a life-long account to serve your needs as a NTU alumnus.

Please refer to <http://www.ntu.edu.sg/cits/newusers/newstudent/Pages/studentaccounts.aspx> for more information on your computer accounts.

Prior to your use of the computer account, you must change your account password according to the instructions stated in the website.

You can sign up for a mobile line at Jurong Point Shopping Centre near to NTU or convenience store. Singapore has 3 telecommunication companies. Please visit their website to know more about their plans and rates.

M1	<a href="http://www.m1.com.sg">www.m1.com.sg</a>
SingTel	<a href="http://www.singtel.com.sg">www.singtel.com.sg</a>
StarHub	<a href="http://www.starhub.com">www.starhub.com</a>

## **Orientations and Welcome Events**

The Freshmen Welcome Ceremonies, orientations, campus and laboratory tours, and welcome events organised by SAO-Student Support, schools and Halls of Residence provide new students with useful information on student services and campus life. They are also great occasions to interact with fellow students and widen your social network.

## **Update Your Particulars**

Please access StudentLink (undergraduate students), GSLink (graduate students), or Exchange Portal (exchange students) to update your particulars and contact details.

## **A Vibrant Student Life**

Immerse into NTU's vibrant student life with more than 100 student organisations with diverse interests from astronomy to sports to music. Please visit [www.ntu.edu.sg/campuslife/clubs](http://www.ntu.edu.sg/campuslife/clubs) for more details.

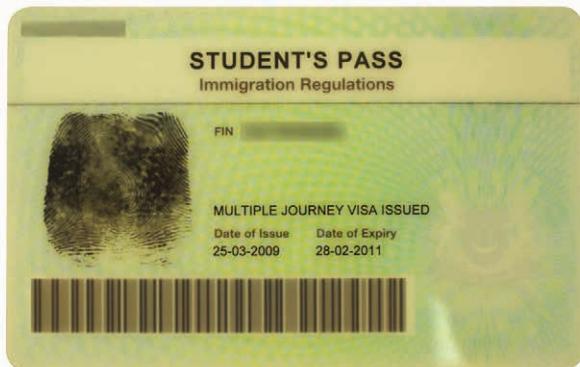


# PASSPORT

## IMMIGRATION

# IMMIGRATION

## Student's Pass



Back of Student's Pass



Front of Student's Pass

All international students who have been accepted by NTU as full-time matriculated or registered students are required to hold a valid Student's Pass issued by the Immigration & Checkpoints Authority (ICA) of Singapore.

### Application for Student's Pass

New application for Student's Pass must be submitted at least 1 month and not more than 2 months before the commencement of the course. The application must be submitted through the Student's Pass Online Application and Registration (SOLAR) system which is accessible through ICA website at [www.ica.gov.sg](http://www.ica.gov.sg).

International students who had pursued pre-university studies in Singapore need to produce their Student's Pass if these have not been returned to ICA.

You may wish to email SAO-Student Support should you have further enquiry on Student's Pass application.

### Application Fees and Charges

You can pay the fees payable to ICA online via the SOLAR system by credit/debit card or internet banking.

Processing Fee (non-refundable)	\$30
Issuance Fee	\$60
Multiple-Entry Visa fee (for visa required nationals)	\$30

#### Note:

- A replacement fee of \$100 will be imposed if the Student's Pass is lost or stolen.
- An additional \$30 processing fee will be imposed for amendments made to eForm16 after submission.

### Cancellation of Student's Pass

You are required to surrender your Student's Pass to ICA for cancellation within 7 days from the date of cessation or termination of your full-time studies, go on leave of absence or convert to part-time study. Please visit [www.ica.gov.sg](http://www.ica.gov.sg) for more information.

# IMMIGRATION

## Medical Examination

The offer of admission to NTU is conditional upon the issuance of a valid Student's Pass by ICA. You are required to undergo the medical examination should your period of study be more than 6 months. The examination will include the Human Immunodeficiency (HIV) and Tuberculosis (TB) medical tests. These tests must be done at the Fullerton Healthcare@NTU.

Upon satisfactory completion of the medical examination, the Fullerton Healthcare@NTU will issue you with a medical report which you need to submit with your Student's Pass application. You will be denied admission and must return home at your own expense should you fail any of the medical examination.

### Appointment for Medical Examination

All international students will receive instruction on how to complete the medical examination when they report to SAO-Student Support upon their arrival at NTU.

## Overstaying

Overstaying is a punishable offence under the Immigration Act. You need to note the expiry date of your Social Visit Pass or Student's Pass and apply for an extension at least a month before the expiry.

### Social Visit Pass (For Spouses and Children of Full-Time Graduate Students)

#### Applying for an Entry Visa

If your spouse and children require an Entry Visa to visit Singapore, they may apply accordingly at a Singapore embassy in your home country.

#### Extending the Social Visit Pass

You may approach SAO-Student Support for a letter of support to extend the Social Visit Pass of your spouse and children. Please visit [www.ntu.edu.sg/SAO/Studentsupport](http://www.ntu.edu.sg/SAO/Studentsupport) for more details.

## Useful Contacts of Ministries

In-charge of Student's Pass	Immigration & Check-points Authority (ICA)	Address:	ICA Building 10 Kallang Road Singapore 208718
		Location:	Next to Lavender MRT station
		Telephone Number:	(65) 6391 6100 (24-hour ICA call centre)
		Website:	<a href="http://www.ica.gov.sg">www.ica.gov.sg</a>
In-charge of Training Employment Pass and Work Holiday Pass	Ministry of Manpower (MOM)	Address:	The Riverwalk 20 Upper Circular Road #04-01/02 Singapore 058416
		Location:	Nearest MRT station: Clarke Quay MRT station
		Telephone Number:	(65) 6438 5122
		Website:	<a href="http://www.mom.gov.sg">www.mom.gov.sg</a>



**HEALTH,  
WELLNESS  
AND  
INSURANCE**

# HEALTH, WELLNESS AND INSURANCE

## General Medical Care



### Fullerton Healthcare@NTU

The Medical Service on campus is operated by Fullerton Healthcare Group. Health services provided include general outpatient medical and dental treatment, laboratory and x-ray investigation, as well as minor surgery. They also provide immunisation and travel medical advice.

Address	
Fullerton Healthcare @ NTU University Health Service 36 Nanyang Avenue, #01-01 Singapore 639801	
Telephone Number	
Medical: (65) 6793 6828 / (65) 6793 6794 Dental: (65) 6790 8331	
Operating Hours	
Monday to Friday	8.30am to 9.00pm <i>(last registration at 8.30pm)</i>
Saturday:	9.30am to 12.00noon
Sunday and Public Holidays:	Closed

### Clinics Near Campus

There are several private clinics, that are near NTU. You may wish to visit <http://www.singhealth.com.sg/PatientCare/GP/Pages/Home.aspx> for a comprehensive list of clinics in Singapore.

Please note that visits to private clinics are at your own expenses.

### Pharmacies Near Campus

These are the pharmacies which are near NTU.

#### Guardian Pharmacy

Location
Jurong Point Shopping Mall 1 Jurong West Central 2 #B1-27/28 (JP2) Singapore 648886

#### Watsons Your Personal Store

Location
Jurong Point Shopping Mall 1 Jurong West Central 2 #B1-12/13/14 Singapore 648886

## Medical Emergencies

In a medical emergency where immediate specialist treatment is required, please proceed to the hospital's Emergency department. The nearest government hospital is Ng Teng Fong General Hospital and their contact details are as follows:

Telephone Number
(65) 6716 2000
Email Address
enquiries@juronghealth.com.sg
Website
<a href="http://www.ntfgh.com.sg">www.ntfgh.com.sg</a>

## Seeking Reimbursement for Hospitalisation

Eligible students may seek a reimbursement under the Group Hospitalisation and Surgical Insurance (GHSI) scheme for the hospitalisation fee incurred in Singapore government/restructured hospitals. The insurance company will review and determine the reimbursed amount based on the scheme's terms and conditions. For more information on GHSI, please refer to *Insurance section*.

For a list of Singapore Government/Restructured Hospitals and Specialist Clinics, please refer to the table below.

Singapore Government/Restructured Hospitals	Website
Alexandra Hospital	<a href="http://www.alexhosp.com.sg">www.alexhosp.com.sg</a>
Changi General Hospital	<a href="http://www.cgh.com.sg">www.cgh.com.sg</a>
Institute of Mental Health	<a href="http://www.imh.com.sg">www.imh.com.sg</a>
Khoo Teck Puat Hospital	<a href="http://www.ktph.com.sg">www.ktph.com.sg</a>
KK Women's and Children's Hospital	<a href="http://www.kkh.com.sg">www.kkh.com.sg</a>
National University Hospital	<a href="http://www.nuh.com.sg">www.nuh.com.sg</a>
Ng Teng Fong General Hospital	<a href="http://www.ntfgh.com.sg">www.ntfgh.com.sg</a>
Singapore General Hospital	<a href="http://www.sgh.com.sg">www.sgh.com.sg</a>
Tan Tock Seng Hospital	<a href="http://www.ttsh.com.sg">www.ttsh.com.sg</a>

## Seeking Reimbursement for Outpatient Specialist Care

Eligible students are covered up to \$1000 per policy year for treatment by a specialist (including diagnostic tests such as x-rays and scans) or A&E department (strictly for accidents and emergencies only) in Singapore government/restructured hospitals. The coverage is subject to the terms and conditions of the GHSI. For more information on GHSI, please refer to *Insurance section*.

**Important:** *Outpatient specialist care will only be reimbursed if the specialist whom you are seeking treatment from is referred by the Fullerton Healthcare@ NTU or the A&E department of a government/restructured hospital.*

# HEALTH, WELLNESS AND INSURANCE

## Support for Students with Special Needs

The Accessible Education Unit (AEU) offers professional guidance and advice to students with disabilities and special needs. Disabilities may include the following conditions:

- Physical or mobility disability
- Sensory impairment (hearing or vision loss)
- Learning disability (e.g. Dyslexia, Autism, ADHD)
- Neurological deficits (e.g. traumatic head injury)

If you have special needs and require support services, please email the Accessible Education Unit at [aeu@ntu.edu.sg](mailto:aeu@ntu.edu.sg)

Please note that medical evidences or specialist reports are required for verification of disability or special needs.

## Academic Counselling

If you are unable to cope with your studies, please seek help from faculty/staff, tutor or the Assistant Chair of Students in your school.

## Pastoral Care

Being away from home can be an especially lonely experience when you fall ill or are hospitalised. Do contact SAO-Student Support should you need any assistance.

### Locate SAO-Student Support

Visit us at our office located on level 4 of the Student Services Centre

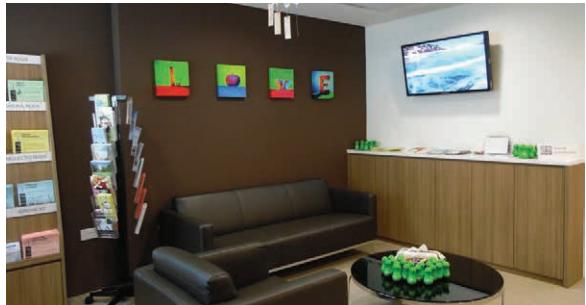
### Telephone Number

(65) 6790 6823 (during office hours)  
(65) 6790 5200 (24-hour Campus Security Hotline)

### Email

[SAO-Studentsupport@ntu.edu.sg](mailto:SAO-Studentsupport@ntu.edu.sg)

## Counselling



### Professional Counselling

The Student Wellbeing Centre is available to all students for professional counselling. A team of registered counsellors are experienced in helping students from various backgrounds and with a wide range of issues.

If you are facing challenges which affect your health, relationships, daily activities, academic performance or eating and sleeping patterns, please seek professional counselling. You may also approach the Centre if you are interested in personal development or self-improvement.

If you have troubled thoughts or behaviour such as self-harm or harming others, please seek professional counselling or medical help.

To speak to a professional Student Counsellor, please make an appointment at [www.ntu.edu.sg/studentwellbeing/appointment](http://www.ntu.edu.sg/studentwellbeing/appointment) or call (65) 6790 4462 during office hours. The Centre is located at University Health Service, #02-01, 36 Nanyang Avenue. Consultation is free of charge for students and held in strict confidence.

After office hours, you may contact Campus Security at (65) 6790 5200 or approach your Hall Fellow if you live in a Hall of Residence if there is any emergency.

### **Peer Helping Programme**

The Student Wellbeing Centre administers a peer support network for students on campus called the ‘Peer Helping Programme’. Student volunteers in the programme are trained by the Centre’s professional Student Counsellors to befriend and support students with emotional and/or psychological issues. If you wish to find out more about this programme, please call or email the Student Wellbeing Centre at [studentwellbeing@ntu.edu.sg](mailto:studentwellbeing@ntu.edu.sg).

### **Workshops and Self-Help Resources**

The Student Wellbeing Centre further promotes student well-being through workshops and talks on topics such as strategies for better learning, and stress and relaxation techniques. Resources are also available for students to support them through various periods in the academic journey. Visit [www.ntu.edu.sg/studentwellbeing/selfhelp/students](http://www.ntu.edu.sg/studentwellbeing/selfhelp/students) or drop by the Centre for these resources.

### **Stay Healthy**

Learn how you can adopt an active and healthy lifestyle. Check out [www.ntu.edu.sg/has/SnR/Pages/index.aspx](http://www.ntu.edu.sg/has/SnR/Pages/index.aspx) for the programmes of the Sports and Recreation Centre and the Healthy Lifestyle Unit.

## **Insurance**

NTU has two insurance schemes - Group Hospitalisation and Surgical Insurance and the Group Personal Accident Insurance - to help eligible students meet basic medical cost.

### **Group Hospitalisation and Surgical Insurance (GHSI)**

GHSI is compulsory for all full-time international students, including Singapore permanent residents.

Falling ill and being hospitalised in Singapore can be a financial drain on international students who are not entitled to medical subsidies. Further, hospitals require a deposit of the entire estimated cost upon admission. For example, if the estimated cost for a hospital stay is \$5,000, you must place a deposit of \$5,000 with the hospital upon admission.

For eligible students on the GHSI, the underwriter of GHSI will prepare a Letter of Guarantee (LOG), which you can present to the hospital in lieu of the cash deposit, subject to the terms and conditions of the insurance scheme. For more information, please refer to [www.ntu-ghs.com.sg](http://www.ntu-ghs.com.sg)

### **Group Personal Accident Insurance (GPAI)**

The GPAI Scheme provides basic coverage for accidental death or permanent disablement as well as medical reimbursement for accidents for undergraduates and full-time graduate students (optional). Please see [www.ntu.edu.sg/Students/Undergraduate/StudentServices/HealthAndCounselling/MedicalInsuranceSchemes/Pages/GPAI.aspx](http://www.ntu.edu.sg/Students/Undergraduate/StudentServices/HealthAndCounselling/MedicalInsuranceSchemes/Pages/GPAI.aspx) for details including conditions for eligibility.

# HEALTH, WELLNESS AND INSURANCE

## Additional Insurance Coverage for Overseas Travel

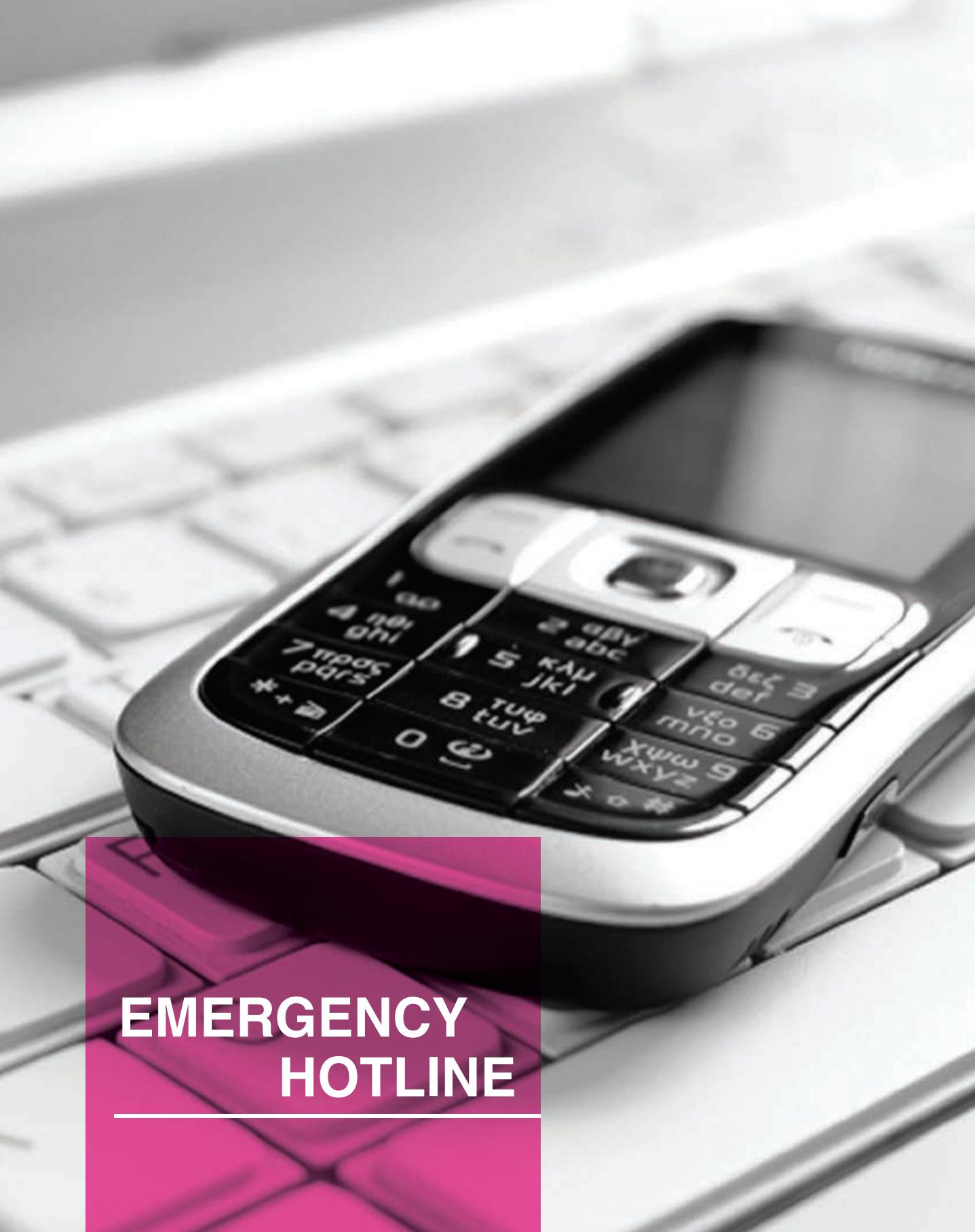
All students are strongly advised to have adequate insurance coverage when travelling overseas for internships, conferences, exchange, study programmes, etc. The GHSI scheme does not provide adequate coverage for overseas travels.

Please refer to the following table for a summary of the insurance scheme.

Insurance Scheme	Insurance Coverage	Administered By	Eligibility
<b>Group Hospitalisation and Surgical Insurance</b> <a href="http://www.ntu-ghs.com.sg">www.ntu-ghs.com.sg</a>	Accidental death, hospitalisation and surgery as a result of illness (including mental illness), and accidental bodily injury	SAO-Student Support at Student Affairs Office	Full-time International Students, Singapore Permanent Resident
<b>Group Personal Accident Insurance</b> <a href="http://www.ntu.edu.sg/Students/Undergraduate/StudentServices/HealthAndCounselling/MedicalInsuranceSchemes/Pages/GPAI.aspx">www.ntu.edu.sg/Students/Undergraduate/StudentServices/HealthAndCounselling/MedicalInsuranceSchemes/Pages/GPAI.aspx</a>	Death, permanent disability and medical costs arising from an accident	Student Affairs Office	Undergraduates  Full-time Graduate students may opt for this insurance

Note:

- Full-time international undergraduates who require hospitalisation and/or surgery as a result of an accident should first claim under the GPAI scheme.
- Information on the GHSI and GPAI is subject to changes.



# EMERGENCY HOTLINE

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# EMERGENCY HOTLINES

## Emergency Hotlines

Please make sure that you save these numbers in your mobile or smart phone. They will come in handy in an emergency. For more crisis helplines, please visit [www.ntu.edu.sg/studentwellbeing](http://www.ntu.edu.sg/studentwellbeing).

Emergency Party	Telephone Number
Police	999 (24-hour)
Ambulance	995 (24-hour)
NTU Student Wellbeing Centre	6790 4462
Fullerton Healthcare@NTU	6793 6828
NTU Campus Security	6790 5200 (24-hour)
NTU Fault Reporting Centre	6790 4777 (24-hour)

## Who to Call

Scenarios	Procedures
 Medical Emergencies	During office hours: Call Fullerton Healthcare@NTU After office hours: Call Campus Security/Hall Fellow
 Emotional Distress/Suicidal Tendencies	During office hours: Call Student Wellbeing Centre After office hours: Call Campus Security/Hall Fellow
 Road Accidents	Call Police, Ambulance and Campus Security
 Crime	Call Police and Campus Security
 Missing Persons	Call Campus Security
 Fire	Call Campus Security
 Rowdy Behaviour	Call Campus Security
 Lift Breakdown/Power Blackouts/Burst Pipes	Call NTU Fault Reporting Centre

## 24-Hour Campus Security

Our campus is patrolled round-the-clock on a daily basis by a team of security officers. Complementing these patrols are CCTV and security access control systems. A low crime rate, however, does not mean that there is no crime so please guard your safety and belongings.

Fire drills and emergency evacuation procedures are in place for students' security and safety.

# Planner

SUNDAY

MONDAY

TUESDAY

WED

2

3

9

10

11

12

16

18

**ACADEMIC  
CALENDAR  
AND UNIVERSITY  
HOLIDAY**

3

25

26



# ACADEMIC CALENDAR AND UNIVERSITY HOLIDAY

## 2016-2017 Academic Calendar

Academic Year 2016-17	From	To
<b>Semester 1</b>	<b>23-Jul-16</b>	<b>02-Dec-16</b>
Freshmen Orientation	23-Jul-16	05-Aug-16
Teaching Weeks	08-Aug-16	23-Sep-16
Recess Week	26-Sep-16	30-Sep-16
Teaching Weeks	03-Oct-16	11-Nov-16
Revision and Examination	14-Nov-16	02-Dec-16
Vacation	05-Dec-16	06-Jan-17
<b>Semester 2</b>	<b>09-Jan-17</b>	<b>05-May-17</b>
Teaching Weeks	09-Jan-17	24-Feb-17
Recess Week	27-Feb-17	03-Mar-17
Teaching Weeks	06-Mar-17	14-Apr-17
Revision and Examination	17-Apr-17	05-May-17
Vacation	08-May-17	04-Aug-17
<b>Special Term I</b>	<b>08-May-17</b>	<b>16-Jun-17</b>
Teaching Weeks	08-May-17	09-Jun-17
Revision & Examination	12-Jun-17	16-Jun-17
<b>Special Term II</b>	<b>19-Jun-17</b>	<b>28-Jul-17</b>
Teaching Weeks	19-Jun-17	21-Jul-17
Revision & Examination	24-Jul-17	28-Jul-17

# Research students in postgraduate programmes are expected to work on their research projects throughout the period of their candidature subject to the student terms, requirements and entitlements.

Events	Date
Convocation 2016	25 Jul to 1 Aug 16
Undergraduate Freshmen Orientation	23 Jul to 5 Aug 16
Undergraduate Qualifying English Test	2 Aug 16
Freshmen Welcome Ceremony	4 & 5 Aug 16
Students' Union Day / Academic Council Meeting	25 Aug 16 No classes for UG programmes from 1030 to 1430 hours
Celebrate NTU! Campus-wide celebratory event including the State of the University Address by President	7 Mar 2017 (TBC)

For the full calendar and details, please visit

<http://www.ntu.edu.sg/Students/Undergraduate/AcademicServices/AcademicCalendar/Pages/AY2016-17.aspx>.

## University Holidays

The university is closed during public holidays in Singapore. Classes will proceed as usual on the following Monday should the public holiday fall on a Saturday.

### 2016 and 2017 Public Holidays

For a list of public holidays in 2016 and 2017, please refer to the following table or to [www.mom.gov.sg/news-room/press-releases/2015/0512-ph-2016](http://www.mom.gov.sg/news-room/press-releases/2015/0512-ph-2016).

National Day	9 Aug 2016	Tuesday
Hari Raya Haji	12 Sep 2016	Monday
Deepavali	29 Oct 2016	Saturday
Christmas Day	25 Dec 2016 *	Sunday
New Year's Day	1 Jan 2017 *	Sunday
Chinese New Year	28 Jan 2017 29 Jan 2017 *	Saturday Sunday
Good Friday	14 Apr 2017	Friday
Labour Day	1 May 2017	Monday
Vesak Day	10 May 2017	Wednesday
Hari Raya Puasa	25 Jun 2017 *	Sunday

\* The following Monday will be a public holiday.

## Academic Services

Please refer to the respective websites for information on:

- The Academic Unit System
- Curriculum Structure
- Examinations
- Course Registration
- Other Academic Services

### Undergraduate students

[www.ntu.edu.sg/Students/Undergraduate/AcademicServices/Pages/default.aspx](http://www.ntu.edu.sg/Students/Undergraduate/AcademicServices/Pages/default.aspx)

### Graduate students

<http://www.ntu.edu.sg/sasd/oas/ge/Pages/default.aspx>



**YOUR LEARNING  
ENVIRONMENT**

# YOUR LEARNING ENVIRONMENT

## e-learning and Mobile Learning

e-learning and mobile learning are all part of NTU's online learning environment.

NTULearn is NTU online learning platform that allows students to learn anytime and anywhere. Students can view interactive course content, watch online lecture videos, submit assignments, participate in online discussions and forums, and assess themselves via online tutorial and much more.

BbLearn under the NTU mobile app is a learning mobile app that gives students on-the-go access to announcements, class roster, group discussions, grades and more on smart mobile devices. Students can also access i-Ngage tablet app to view ebooks, collaborate on online activities, share annotations and perform online quizzes.

The Learning Solutions and Applications Section in the Centre for IT Services (CITS) manages NTU's e-learning environment. For more information on the different e-learning tools used in NTU, such as Clickers (Student Response System), LAMS (Learning Activity Management System), AcuStudio (Video Recording System), eUreka (Project Management System), Turnitin (Plagiarism Detection System), BBCConnect (SMS Notification System) and etc please visit <http://ntulearn.ntu.edu.sg>.

## IT Services

NTU students enjoy state-of-the-art IT infrastructure and services. Each matriculated student is given a lifelong Office 365 EDU account and a network account for accessing to all these vast services:

- a high-speed wired and wireless campus network, including remote access
- e-services such as course registration, examination matters and e-billing
- e-learning and library resources
- online storage and sharing of personal documents, blogs and web pages
- live video webcasts of interesting seminars and events on campus

- the interactive campus map, internal shuttle bus information and virtual tour, via web or mobile platform
- subscription to NTU mailing lists and e-newsletters

The department managing NTU's IT and learning environment is the Centre for IT Services (CITS). Please visit [www.ntu.edu.sg/cits](http://www.ntu.edu.sg/cits) to learn more.

## Computer Ownership Scheme

Each new student is encouraged to have a personal computer for more effective learning. Students will find that laptops are useful tools for formal lessons as well as coursework anytime and anywhere.

Before you purchase a computer hardware or software, please check out the attractive prices that are offered by the vendors. Please see <http://www3.ntu.edu.sg/CITS2/computerdeals/compcategory.htm>.

To take up a computer loan for purchasing a PC/laptop, which is administered by the Office of Admissions and Financial Aid for full-time undergraduates, please visit the website to know more about the scheme:  
<http://admissions.ntu.edu.sg/UndergraduateAdmissions/FinancialAssistance/Pages/PCLoan.aspx>.

## Computing Facilities and Learning Spaces

Computing facilities and learning spaces are available on campus in schools, libraries and the Halls of Residence. One such state-of-the-art learning space is the Learning Pod @ South Spine. This creative learning space provides:

- discussion rooms with LCD screens and glass writing boards
- an open learning space with comfortable and configurable furniture
- tables with a flexible power outlet and security bar for laptop users
- pay-per-use printing service

## NTU Libraries

NTU libraries provide students with access to rich information resources, collaborative learning spaces and research assistance. There are 7 libraries, open to every student in the campus.

- Art, Design and Media Library (ART-01-03): *Print and multimedia collections*
- Asian Communication Resource Centre (WKWSCI-01-18): *Communication and Information Studies collections*
- Business Library (N2-B2b-07): *Business collection and media services*
- Chinese Library (S3.2-85-01): *Chinese collection*
- Humanities and Social Sciences Library (S4-B3c): *Humanities and Social/Sciences collections*
- Lee Wee Nam Library (NS3-03-01): *Engineering and Science collections*
- Wang Gungwu Library (CHC-02) : *Overseas Chinese collection*

For more information and access to resources, visit [www.ntu.edu.sg/library](http://www.ntu.edu.sg/library).



A dynamic basketball game in progress. A player in a white jersey with the number 3 is jumping and shooting the ball towards a hoop. Another player in a black jersey with the number 69 is jumping to block the shot. A third player in a white jersey with the number 13 is watching from below. A fourth player in a white jersey with the number 15 is running towards the ball. The ball is in mid-air, having just been shot. The background shows a yellow wall and a basketball hoop.

# STUDENT LIFE @ NTU

# STUDENT LIFE @ NTU

## Student Organisations

Cultural performances, sporting events and many recreational pursuits enliven student life throughout the year. With more than 100 student organisations dedicated to diverse interests from astronomy to ballroom dancing to current affairs and community work, there is bound to be one that will take your fancy. Search [www.ntu.edu.sg/campuslife/clubs/Pages/Clubssocieties.aspx](http://www.ntu.edu.sg/campuslife/clubs/Pages/Clubssocieties.aspx) to know more.



## Sports and Games

Keen on sports? Whether you are a recreational or a competitive athlete, there are programmes and activities that will suit you. You are welcome to make use of the sporting and recreational facilities at the Sports and Recreation Centre. Visit [www.ntu.edu.sg/has/SnR/Pages/index.aspx](http://www.ntu.edu.sg/has/SnR/Pages/index.aspx) to learn more.



### Adventure/Water Sports

- Canoeing
- Canoe Polo
- Climbing
- Dragon Boat
- Lifeguard Corps
- Outdoor Adventure
- Scuba Diving
- Swimming
- Wakeboarding
- Windsurfing
- Water Polo
- Yachting

### Ball Games

- Basketball
- Floorball
- Handball
- Netball
- Volleyball
- Tchoukball

### Field Sports

- Cricket
- Football
- Rugby
- Touch Football

### Mind Games

- Contact Bridge
- International Chess
- Weiqi

### Martial Arts

- Aikido
- Judo
- Shitoryu Karate
- Silat
- Taekwondo

### Racquet Games

- Badminton
- Squash
- Tennis
- Table Tennis

### Other Sports

- Aquathlon
- Archery
- Bowling
- Cheerleading
- Fencing
- Golf
- Inline Skating
- Runners' Club
- Snooker and Pool
- Sport Shooting
- Track and Field
- Ultimate Frisbee

# STUDENT LIFE @ NTU

## Meals on Campus



The NTU canteens, cafes and restaurants offer a wide variety of food. A meal in the canteen costs an average of \$4 but is subject to your food preference. Please visit <http://www.ntu.edu.sg/has/FnB/Pages/index.aspx> for a list of the canteens, cafes and restaurants.

## Postal, Banking and Retail



There are various amenities that can be found on-campus. For an updated list of facilities, please visit <http://www.ntu.edu.sg/has/Pages/index.aspx>.

Type of Facilities		Location
Postal	<b>SAM (Self-Service Automated Machine)</b>	<ul style="list-style-type: none"> <li>• North Spine Plaza, Level 2</li> <li>• South Spine, Level B3</li> </ul>
	<b>7-Eleven @ Hall 2</b>	Near 7-Eleven, next to Canteen 2
	<b>POPstation</b>	<ul style="list-style-type: none"> <li>• North Spine Plaza, Level 2</li> <li>• South Spine</li> <li>• The Quad</li> </ul>
Bank / ATM (Automated Teller Machine)	<b>OCBC Bank (NTU Branch)</b>	North Spine Plaza, Level 1
	<b>OCBC ATM</b>	<ul style="list-style-type: none"> <li>• North Spine Plaza, Level 1 (near OCBC Bank)</li> <li>• South Spine, Level B3</li> <li>• Near Canteen 2</li> </ul>
	<b>POSB ATM</b>	<ul style="list-style-type: none"> <li>• North Spine Plaza, Level 2</li> <li>• South Spine, Level B3</li> <li>• Near Canteen 2</li> </ul>
	<b>State Bank of India ATM</b>	North Spine Plaza, Level 2
	<b>UOB ATM</b>	North Spine Plaza, Level 2
Supermarkets	<b>Giant Super</b>	Hall 2
	<b>Prime Supermarket</b>	North Spine Plaza, Level 1
Convenience Stores	<b>7-Eleven Convenience Store</b>	<ul style="list-style-type: none"> <li>• Hall 2</li> <li>• Hall 14, next to canteen</li> </ul>
	<b>Buzz</b>	North Spine Plaza, Level 1
Bookstores	<b>Popular Bookstore</b>	NIE 4-B1-10
	<b>Booklink Pte Ltd</b>	Blk S4, Level B5
Travel	<b>STA Travel</b>	North Spine Plaza, Level 1
Lifestyle	<b>Campus Supplies</b>	North Spine Plaza, Level 1
	<b>Flower Cottage by Noel</b>	North Spine Plaza, Level 1
	<b>HerVelvetVase</b>	North Spine Plaza, Level 1
	<b>Mini Toons &amp; More</b>	North Spine Plaza, Level 1
	<b>U-shop</b>	North Spine Plaza, Level 1
Computer Store	<b>Eight Flags Computer Systems &amp; Supplies</b>	South Spine, Level B3, near Canteen B
Hair Care	<b>Hair Therapy</b>	Next to Canteen 2
	<b>K-Cuts</b>	North Spine Plaza, Level 1
Self-service Machines	<b>AXS Machine</b>	<ul style="list-style-type: none"> <li>• North Spine, Level 2</li> <li>• South Spine, Level B3</li> <li>• Near Canteen 2</li> </ul>
	<b>Photo-Me (Instant photo taking)</b>	<ul style="list-style-type: none"> <li>• North Spine, Level 2</li> <li>• South Spine, Level B3, Canteen B</li> </ul>

# MANAGING FINANCE

Work out your budget prior to your arrival in Singapore for a financially well-prepared stay in Singapore. Read through this section to know how you can manage.

## Estimated Living Costs

Item	Estimated Monthly Expenses#
On-Campus Undergraduate Housing*	Refer to <a href="http://www.ntu.edu.sg/has">www.ntu.edu.sg/has</a>
On-Campus Graduate Housing*	
Meals#	\$300 - \$400
Personal Expenses#	\$200 - \$400
Transport for Travel within Singapore	\$100 - \$200
Textbooks and Course Materials	\$300 - \$500 per academic year

Note:

\*Varies with room type and subject to revision

#Varies according to lifestyle

## Financial Assistance

Need financial help? Loans are available for students in need. Learn more about financial assistance schemes from the information provided in the admissions package or from <http://www.ntu.edu.sg/Freshmen/FreshmenGuide/FinancialMatters/Pages/FinancialAssistanceSchemes.aspx>.

## Part-Time Employment

The SAO-Student Support does not recommend that international students rely on part-time work as a source of funds. Doing so is very risky as part-time work may not be available when needed nor will it provide sufficient funds to sustain your stay.

International students on exchange or in non-graduating programmes may not engage in any part-time work in Singapore. For more information, please visit <http://www.ntu.edu.sg/SAO/studentsupport/ManagingFinances/Pages/ParttimeEmployment.aspx>

Full-time undergraduate and graduate students who wish to take up part-time work for the experience should note the following:

### Part-Time Jobs outside Campus

- Prior approval from the university is required for matriculated international students to work part-time. Students should contact the SAO-Student Support. A fresh application is required for each job. Scholarship holders require the additional approval of their sponsors.
- Full-time matriculated international undergraduates and graduate students may work a maximum of 16 hours a week during term time and full-time during the vacation.

### Part-Time Jobs on Campus under Work Study Scheme (undergraduates only)

- Undergraduates working part-time on campus may work a maximum of 14 hours a week during term time and nine hours a day or 44 hours a week during the vacation. Prior approval from the university is not required.



# ABOUT SINGAPORE

# ABOUT SINGAPORE



Chinatown

Singapore, officially the Republic of Singapore, is a Southeast Asian city-state off the southern tip of the Malay Peninsula, 137 kilometres north of the equator. It is an island country made up of 63 islands, separated from Malaysia by the Straits of Johor to its north and from Indonesia's Riau Islands by the Singapore Strait to its south.

She has a land area of about 710 square kilometres, making her one of the smallest countries in the world and the smallest in the region – hence the moniker “The Little Red Dot”. Although small in size, Singapore

commands an enormous presence in the world today with its free trade economy and highly efficient workforce. With her strategic location in the region, it has enabled her to become a central sea port along major shipping routes.

English is the main language of instruction. The mother tongue is used widely for each major ethnicity. There are 4 major races - namely, Chinese, Malay, Indian and Eurasian. Each community offers a different perspective of life in Singapore in terms of culture, religion, food and language.

## Experience Singapore

Being a multi-racial, multi-ethnic and multi-religious society, Singapore is as diverse as it is cohesive. Beyond the history, culture, people, shopping and food, there are many more facets to Singapore's thriving cityscape for you to discover. These can only be experienced as you immerse yourself in the exploration of this once fishing village turned cosmopolitan city. To read more about Singapore, visit [www.yoursingapore.com](http://www.yoursingapore.com).

### Old World Charm

If you are interested to discover the old world charm, you can explore and experience the island's key historical landmarks or memorials. You can embark on a heritage trail to enjoy the sights and sounds at various cultural precincts, such as,

#### **Chinatown**

A visit to Chinatown promises fascinating encounters with local customs and lifestyles.

#### **Kampong Glam**

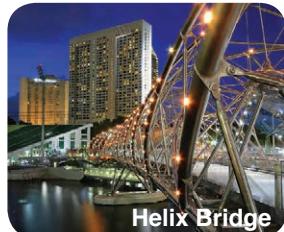
Explore the alleys of Kampong Glam for exotic treats and buys.

### Modern City

If you prefer the bright city lights and being amidst the hustle and bustle, then you will be delighted to know that there are numerous shopping malls, museums, and dining and entertainment hotspots to choose from.

#### **Orchard Road & Marina Bay Sands**

Spend a day in Orchard Road and Marina Bay Sands. You will understand why Singapore is dubbed a shopper's paradise.



**Helix Bridge**



**Singapore skyline**

#### **Helix Bridge**

Walk across this architectural and engineering marvel and admire the Singapore skyline.

#### **Little India**

Little India fascinates with shops selling everything from spices to flower garlands.

#### **Clarke Quay/Boat Quay & Marina Bay**

Experience Singapore nightlife activities at the club in these locations. You can also find Avalon, one of Hollywood's hottest clubs at Marina Bay.



**Geylang Serai**



**Night Safari**



**Little India**

# ABOUT SINGAPORE

## Food

The other thing that will strike you most about Singapore is its multifarious offering of food regardless day or night. With a range of dining options from Peranakan to Chinese, Indian to Malay, fusion and more, you'll be spoilt for choice.

### **Chinatown Complex Market**

*Blk 335 Smith Street S050335*

Located in the heartland of Chinatown. Have a meal with the locals and explore the shops of Chinatown.

### **Chomp Chomp Food Centre**

*20 Kensington Park Road S557269*

Located at Serangoon Garden, this hawker has a wide variety of food at a reasonable price.

### **Golden Mile Food Centre**

*505 Beach Road S199583*

Popular for its wide array of local fare

### **Holland Village Market and Food Centre**

*1 Lorong Mambong S277700*

Holland Village is popular for its al fresco café culture

### **Maxwell Road Hawker Centre**

*1 Kadayanallur Street S069184*

This centrally-located food centre is packed to the brim during peak hours.

### **Old Airport Road Food Centre**

*Blk 51 Old Airport Road S390051*

### **Tekka Centre**

*Blk 665 Buffalo Road S210665*

Located in the heart of Little India

### **Clementi Market and Food Centre**

*Blk 353 Clementi Avenue 2 #01-108 S120353*

Surrounded by HDB shops that offer household items at a bargain price

### **East Coast Lagoon Food Village**

*1220 East Coast Parkway S468960*

Tuck into scrumptious local fare after cycling or rollerblading at East Coast Park

### **Geylang Serai Market and Food Centre**

*1 Geylang Serai S402001*

Sample traditional Malay fare at this market and the eateries in Geylang Serai

### **Lau Pat Sat Festival Market**

*18 Raffles Quay S048582*

Largest remaining Victorian filigree cast-iron structure in Southeast Asia built in 1894 and is now a food centre offering a wide variety of local food

### **Newton Circus Food Centre**

*500 Clemenceau Avenue North S229495*

Popular with tourists and locals

### **People's Park Cooked Food Centre**

*Blk 32 New Market Road S050032*

A good destination for traditional local fare after shopping in Chinatown

### **Tiong Bahru Market and Food Centre**

*30 Seng Poh Road S168898*

Popular with locals for its wide array of dishes

## Arts and Culture

Singapore thrives in arts and cultural events. Visit these places to understand and experience more.

### Esplanade – Theatres on the Bay

1 Esplanade Drive S038981

Engage in the arts at this distinctive landmark.

### National Museum of Singapore

93 Stamford Road S178897

Visit its Singapore History and Living Galleries to learn about Singapore culture and also its 11 National Treasures.

### ArtScience Museum at Marina Bay Sands

6 Bayfront Avenue S018974

### Chinatown Heritage Centre

48 Pagoda Street S059207

### Peranakan Museum

39 Armenian Street S179941

## Community and Sporting Activities

The People's Association promotes social cohesion in Singapore through its network of grassroots organisations and community clubs. Visit [www.pa.gov.sg](http://www.pa.gov.sg) to learn about the activities of the community club near you. For Singapore's sporting calendar, please visit [www.ssc.gov.sg](http://www.ssc.gov.sg).

## Events

Besides major holidays, you can look forward to a vibrant calendar of events in Singapore. These are some of the events that are held in Singapore.



- Chingay Parade Singapore
- Dragon Boat Festival
- Fashion Steps Out @ Orchard
- F1 Singapore Grand Prix
- Great Singapore Sale
- Mosaic Music Festival
- National Day Parade and celebrations
- Singapore International Arts Festival
- Singapore Food Festival
- World Gourmet Summit
- ZoukOut

# ABOUT SINGAPORE

## Nature

National Parks (NParks) oversees the development of Singapore as a Garden City. Visit [www.nparks.gov.sg](http://www.nparks.gov.sg) for information on the parks and nature reserves in Singapore as well as information on free nature appreciation walks.

### Bukit Timah Nature Reserve

Discover the rich flora and fauna of this reserve as you climb Bukit Timah – Singapore's highest hill.

### Gardens By The Bay

Spanning 101 hectare, it houses over a quarter of a million rare plants in huge domed conservatories.

### MacRitchie Reservoir Park

Explore its scenic and tranquil nature trails and go on a treetop walk.

### Labrador Nature Reserve

An oasis of tranquillity and natural wonder. A staircase built on the edge of the secondary forest offers a prime view of the cliff side vegetation coupled with a panoramic view of the sea.

### Jurong Central Park

It is the first in Singapore to have life-sized board-game features. It is situated across Boon Lay MRT Station.

### Mount Faber Park

From this park, you can take a cable car to Sentosa Island. A mural wall depicting scenes of local history can be seen at Upper Faber Point, the highest point in the park.

### Youth Olympic Park

The Youth Olympic Park is named after the inaugural Youth Olympic Games held in Singapore in August 2010. A broadwalk connects the Park to Marina Promenade.

### East Coast Park

A well-loved destination of Singaporeans for barbecues, cycling, rollerblading and water sports.

### Jurong Bird Park

The largest bird park and a haven for 8,000 birds representing species. Visit [www.birdpark.com.sg](http://www.birdpark.com.sg) for details.

### Night Safari

As dusk falls, observe over 1,000 nocturnal animals up-close.

### Istana

Fronting the main Istana Gate, Istana Park provides a vantage point for people keen to view the monthly changing of guards ceremony at the Istana.

### Marina Barrage

Catch the grandeur of the Singapore Flyer and the Central Business District skyline at this first reservoir in the heart of the city.

### Hortpark

It is a 9-hectare park which is the first one-stop gardening lifestyle hub in Asia. The main highlights are the Forest Walk and Canopy Walk.

### Sentosa

Fancy a day island hopping? Sentosa has a well-mixed of activities ranging from the thrilling rides at Universal Studio and surf at 10-foot FlowBarrel wave, to learn about Singapore's past at several historical landmarks. Visit [www.sentosa.com.sg](http://www.sentosa.com.sg) to read more.

## Travelling within Singapore

Travelling within Singapore is a breeze with its advanced transportation system.

### Taxi



Taxis can be flagged down at any time of the day at a taxi stand and along any public road outside of the Central Business District (CBD). Alternatively you can book a taxi with any of the taxi company via phone call where a booking fee is applicable. To know the booking amount, please check with the individual taxi company.

All taxis in Singapore are metered. The fares must be charged according to the taxi meter based on the flag down rate, distance travelled and applicable surcharge (such as midnight surcharge, peak hour surcharge, location surcharge and Electronic Road Pricing charges). Please take note that each taxi company imposes different surcharge and flag down rate. You may need to check with the driver or taxi company on the surcharge before boarding the taxi. Should you wish to retain a receipt, you need to request for it at the end of the trip. Payment is usually by cash although some taxi companies do accept credit cards/NETs payment.

This is a list of phone booking hotlines for the respective taxi companies.

<b>Common Taxi Booking Number</b>	(+65 6-DIAL-CAB) +65 6342-5222
<b>Comfort &amp; CityCab</b>	+65 6552-1111
<b>Premier Taxi</b>	+65 6363-6888
<b>Smart Cab</b>	+65 6485-7777
<b>SMRT Taxi</b>	+65 6555-8888
<b>Trans-Cab Services</b>	+65 6555-3333
<b>Prime Taxi</b>	+65 6778-0808

### Bus

Public buses operate from 5.30am to midnight daily and the frequencies range from 5 minutes to 20 minutes. The information panels at the bus stops provide useful route and fare information for the bus services available at that stop.

The buses pick up and drop off passengers only at designated bus-stops. You need to flag down the bus you wish to board at the bus-stop. For all bus trips, you can pay using exact cash or ez-link card, please refer to Contactless Smart (CEPAS-Compliant) Cards section in this guide. For more information, please visit [www.sbstransit.com.sg](http://www.sbstransit.com.sg) or [www.smrt.com.sg](http://www.smrt.com.sg).

## **Mass Rapid Transit (MRT) & Light Rapid Transit (LRT)**

Commuters in Singapore enjoy a comprehensive public transport network similar to other developed cities. There are also LRT systems that link MRT stations within the HDB housing estates. Both MRT and LRT operate from 5.30am to midnight daily. The first and last train departure times vary between stations, as well as weekends and Public Holidays.

For fare information, you may wish to use the easy-to-use maps at the MRT ticketing machines. Please visit [www.transitlink.com.sg](http://www.transitlink.com.sg) or [www.publictransport.sg](http://www.publictransport.sg) should you wish to know more information on public transport fares and MRT map.



## **Queue System**

It is an unspoken rule that commuters must queue at bus-stops, taxi stands and train stations to board and alight from buses, taxis and trains. This applies to service and retail outlets throughout Singapore as well.

## **Contactless Smart (CEPAS-Compliant) Cards**

To ease the need of carrying sufficient cash for travelling, you may wish to purchase an ez-link card or a NETS FlashPay card. These are contactless tap-and-go Smart cards for public transit use on the MRT, LRT and buses. You can get them from the network of sales points within most MRT stations and 7-Eleven stores. Please visit [www.ezlink.com.sg](http://www.ezlink.com.sg) or [www.nets.com.sg](http://www.nets.com.sg) for more information on the Smart cards.

## **Changi Airport**

Changi Airport is the main airport in Singapore and a major aviation hub in Southeast Asia. Please visit [www.changiairport.com](http://www.changiairport.com) to view the Airport interactive map and access the guide for arriving passengers.

